



Amy G. Rabinowitz  
*Counsel*

June 24, 2004

Mary L. Cottrell, Secretary  
Department of Telecommunications and Energy  
One South Station  
Boston, MA 02110

**2003 Service Quality Report; D.T.E. 04-22**

Dear Secretary Cottrell:

On behalf of Massachusetts Electric Company and Nantucket Electric Company (collectively "Company"), I am enclosing the Company's responses to the Department's Second Set of Information Requests. Thank you very much for your time and attention to this filing.

Very truly yours,

  
Amy G. Rabinowitz

Jody Stiefel, Hearing Officer (3 copies)  
Joseph Rogers, Office of the Attorney General (1 copy)

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Massachusetts Electric Company  
Nantucket Electric Company  
Docket No. D.T.E. 04-22  
Responses to Department's Second Set of Data Requests

DTE 2-1

Request:

Please provide the Massachusetts Electric Company's 2002 Distribution Revenues. Identify the source for this value.

Response:

Mass. Electric's distribution revenue for 2002 was \$523,853,017. The source of this amount is Mass. Electric's internal financial statements for the 12 months ending December 31, 2002, less the amount Mass. Electric had recorded during calendar year 2002 relating to its accrual of service quality penalties.

Prepared by or under the supervision of: Theresa M. Burns

Massachusetts Electric Company  
Nantucket Electric Company  
Docket No. D.T.E. 04-22  
Responses to Department's Second Set of Data Requests

DTE 2-2

Request:

Please provide the Massachusetts Electric Company's 2002 Transmission Revenues. Identify the source for this value.

Response:

Mass. Electric's transmission revenue for 2002 was \$141,030,241. The source of this amount is Mass. Electric's internal financial statements for the 12 months ending December 31, 2002.

Prepared by or under the supervision of: Theresa M. Burns

Massachusetts Electric Company  
Nantucket Electric Company  
Docket No. D.T.E. 04-22  
Responses to Department's Second Set of Data Requests

DTE 2-3

Request:

Please provide the Nantucket Electric Company's 2002 Distribution Revenues. Identify the source for this value.

Response:

Nantucket's distribution revenue for 2002 was \$6,673,364. The source of this amount is Nantucket's internal financial statements for the 12 months ending December 31, 2002. As indicated in the Company's response to data request DTE 1-3, it did not record any accruals relating to service quality penalties during calendar year 2002.

Prepared by or under the supervision of: Theresa M. Burns

Massachusetts Electric Company  
Nantucket Electric Company  
Docket No. D.T.E. 04-22  
Responses to Department's Second Set of Data Requests

DTE 2-4

Request:

Please provide the Nantucket Electric Company's 2002 Transmission Revenues. Identify the source for this value.

Response:

Nantucket's transmission revenue for 2002 was \$663,892. The source of this amount is Nantucket's internal financial statements for the 12 months ending December 31, 2002.

Prepared by or under the supervision of: Theresa M. Burns

Massachusetts Electric Company  
Nantucket Electric Company  
Docket No. D.T.E. 04-22  
Responses to Department's Second Set of Data Requests

DTE 2-5

Request:

For Massachusetts Electric Company please provide an electronic copy of D.T.E. 03-20, Section 2 in Excel updated to reflect the corrected 2002 Revenues.

Response:

A file containing a corrected Section 2 in D.T.E. 03-20 is provided on the accompanying diskette. Section 2 as revised is also being provided as an attachment to this response.

Prepared by or under the supervision of: Theresa M. Burns

**Mass Electric Service Quality Standards  
Summary Results**

Historical Data by Year	SAIFI	SAIDI	LTA	Calls	DTE Cases	Billing Adjs	Appts Met	Meter Reads
1992			1.04		1,099	36.75	(1)	97.0%
1993			1.23		1,243	32.69		96.5%
1994			1.21		1,016	38.93		95.3%
1995			1.37		1,011	29.58		95.1%
1996			1.66		899	17.54		88.1%
1997	1.125	87.05	1.93	71.6%	997	21.50		89.3%
1998	1.131	79.54	1.36	75.1%	793	32.85		92.5%
1999	1.384	106.62	1.42	77.8%	843	15.10		90.9%
2000	1.172	90.25	1.38	80.7%	818	37.30		94.2%
2001	1.175	105.19	2.63	59.0%	1,158	23.17		83.4%
2002	1.641	183.36	1.11	84.5%	804	34.46	92.2%	95.4%
<b>Actual 2002 Service Quality Standards (Using Performance Thru 2001)</b>								
Average	1.197	93.73	1.52	72.8%	988	28.54	n/a	92.2%
Std Deviation	0.107	11.79	0.46	8.4%	150	8.62		4.3%
Max Incentive	0.983	70.15	0.60	89.6%	688	11.30		100.0%
Deadband	1.090	81.94	1.06	81.2%	838	19.92		96.5%
Range	1.304	105.52	1.98	64.4%	1,138	37.16		87.9%
Max Penalty	1.411	117.31	2.44	56.0%	1,288	45.78		83.6%
<b>2002 Service Quality Results</b>								
	SAIFI	SAIDI	LTA	Calls	DTE Cases	Billing Adjs	Appts Met	Meter Reads
% allocation	22.5%	22.5%	10.0%	12.5%	5.0%	5.0%	12.5%	10.0%
(2) Max Penalty or Incentve	\$2,991,975	\$2,991,975	\$1,329,767	\$1,662,208	\$664,883	\$664,883	\$1,662,208	\$1,329,767
(2) Actual (Penalty) Incentv	(\$2,991,975)	(\$2,991,975)	\$0	\$806,192	\$250,114	\$0	n/a	\$0
Total net SQ penalty								(\$4,927,644)
<b>(3) Actual 2003 Service Quality Standards (Using Performance Thru 2002)</b>								
Average	1.271	108.67	1.53	74.8%	958	28.31	n/a	92.1%
Std Deviation	0.205	38.08	0.45	8.9%	155	8.41		4.2%
Max Incentive	0.861	32.51	0.63	92.6%	648	11.49		100.0%
Deadband	1.066	70.59	1.08	83.7%	803	19.90		96.3%
Range	1.304	105.52	1.98	65.9%	1,113	36.72		87.9%
Max Penalty	1.411	117.31	2.43	57.0%	1,268	45.13		83.7%

(1) - "Appointments Met" data collection began in Jan 2002. Three years of data needs to be collected before performance results are monitored against SQ standards.

(2) - T&D Revenue (basis for penalty/incentive) was adjusted from Original Filing to exclude Calendar 2002 SQ accrual entries.

(3) - In accordance with the approved SQ plan, "the floor benchmarks that trigger penalties do not change". The 2003 penalty range on this worksheet reflects the application of this rule for the affected measures.

**Massachusetts Electric Company**  
Reliability - Outage Frequency (1)

Note: All data includes Massachusetts Electric and Eastern Edison

<u>Calendar Year</u>	(a) <u>Customer Hrs Interrupted</u>	(b) <u># Customers Interrupted</u>	(c) <u>Avg # of Customers</u>	<u>Frequency</u> formula: (b) / (c)
1997	1,691,756	1,312,066	1,165,998	1.125
1998	1,566,337	1,336,664	1,181,597	1.131
1999	2,100,963	1,636,730	1,182,299	1.384
2000	1,794,489	1,398,019	1,193,043	1.172
2001	2,110,869	1,414,525	1,203,978	1.175
2002	3,714,014	1,994,045	1,215,328	1.641

	<u>Updated Hist Results</u> 1997 to 2002	<u>Original Benchmark</u> 1997 to 2001	<u>Performance Measures for 2003</u>
Average	1.271	1.197	1.271
STD	0.205	0.107	0.205
Penalty	Max level	1.411	1.411
	25% level	1.304	1.304
deadband range	Average	1.197	1.271
	25% level	1.090	1.066
Incentive	Max level	0.983	0.861

Note: Data source - National Grid USA IDS system. Reliability indices exclude 1) All transmission related outages where the Company does not own or operate the equipment, 2) any interruption at the secondary, transformer or service level, and 3) exclusions allowed under the new major event guidelines (any event that causes 15% of customer served in the operating area to be interrupted during the event).

(1) Frequency per Customer Served Interrupted ÷ Average Customers.



**Massachusetts Electric Company**  
Reliability - Outage Duration (1)

Note: All data includes Massachusetts Electric and Eastern Edison

<u>Calendar Year</u>	(a) Customer Hrs <u>Interrupted</u>	# Customers <u>Interrupted</u>	(b) Avg # of Customers *	<u>Duration (mins)</u> formula: (a)*60 / (b)
1997	1,691,756	1,312,066	1,165,998	87.05
1998	1,566,337	1,336,664	1,181,597	79.54
1999	2,100,963	1,636,730	1,182,299	106.62
2000	1,794,489	1,398,019	1,193,043	90.25
2001	2,110,869	1,414,525	1,203,978	105.19
2002	3,714,014	1,994,045	1,215,328	183.36

	<u>Updated Hist Data</u> 1997 to 2002	<u>Original Benchmark</u> 1997 to 2001	<u>Performance Measures for 2003</u>
Average	108.67	93.73	108.67
STD	38.08	11.79	38.08
Penalty	Max level	117.31	117.31
	25% level	105.52	105.52
deadband range	Average	93.73	108.67
	25% level	81.94	70.59
Incentive	Max level	70.15	32.51

Note: Data source - National Grid USA IDS system. Reliability indices exclude 1) All transmission related outages where the Company does not own or operate the equipment, 2) any interruption at the secondary, transformer or service level, and 3) exclusions allowed under the new major event guidelines (any event that causes 15% of customer served in the operating area to be interrupted during the event).

(1) Duration per Customer Served (minutes) = Customer Hours Interrupted\*60 ÷ Average Customers.

**Massachusetts Electric Company**  
**Lost Work Time Accident Rate**

Calendar Year	(a) LTAs	(b) # of Meco Employees	(c) Hours Worked	Frequency formula: (a)*200,000 / (c) LTA rate (1)
1992	26	2,499	5,007,998	1.04
1993	27	2,190	4,389,493	1.23
1994	27	2,232	4,473,318	1.21
1995	28	2,046	4,100,741	1.37
1996	36	2,163	4,332,302	1.66
1997	36	1,992	3,725,839	1.93
1998	26	1,870	3,816,300	1.36
1999	25	1,770	3,519,766	1.42
2000	25	1,831	3,626,288	1.38
2001	49	1,835	3,729,370	2.63
2002	20	1,818	3,603,971	1.11

		<b>Updated Hist Data 1993 to 2002</b>	<b>Original Benchmark 1992 to 2001</b>	<b>Performance Measures for 2003</b>
Penalty	Average	1.53	1.52	1.53
	STD	0.45	0.46	0.45
	Max level	2.43	2.44	2.43
deadband range	25% level	1.98	1.98	1.98
	Average	1.53	1.52	1.53
	25% level	1.08	1.06	1.08
Incentive	Max level	0.63	0.60	0.63

historical information includes Meco and Eastern Edison

Note: Lost Time Accident Rate per 200,000 hours worked = Number of Lost Time Accidents x 200,000 ÷ Actual Hours Worked. For 1992 to 1996, actual hours worked are estimated based on 2,004 hours per employee.

**Massachusetts Electric Company**  
Customer Telephone Service - Northboro Call Center

<u>Year</u>	<u>Calls Ans</u>	<u>&lt;20 sec</u>	<u>% &lt;20 sec (1)</u>
1997	1,765,250	1,263,692	71.6%
1998	1,638,704	1,231,112	75.1%
1999	1,676,906	1,303,929	77.8%
2000	1,936,117	1,562,748	80.7%
2001	2,230,729	1,316,168	59.0%
2002	1,994,069	1,685,061	84.5%

		<u>Updated Hist</u> <u>Data</u> <u>1997-2002</u>	<u>Original</u> <u>Benchmark</u> <u>1997-2001</u>	<u>Performance</u> <u>Measures</u> <u>for 2003</u>
	Average	74.8%	72.8%	74.8%
	STD	8.9%	8.4%	8.9%
Penalty	Max level	57.0%	56.0%	57.0%
	25% level	65.9%	64.4%	65.9%
deadband range	Average	74.8%	72.8%	74.8%
	25% level	83.7%	81.2%	83.7%
Incentive	Max level	92.6%	89.6%	92.6%

(1) The Percent of Calls Answered Within 20 Seconds is calculated by dividing the number of calls answered within 20 seconds by the total number of calls answered during the year. "Calls answered" include calls answered by a customer service representative (CSR) and calls completed within the Voice Response Unit (VRU). Abandoned calls are not considered. The time to answer is measured once the customer makes a selection to either speak with a CSR or use the VRU.

1997 was the first full year of operation at the Northboro Customer Service Center

Up until August 2002, National Grid operated two call centers that were used to answer calls from customers of its four distribution companies; one located in Northborough, MA and another in Providence, RI. Prior to 2002, National Grid tracked the telephone service statistics by call center only, not by specific company. The benchmarks for Massachusetts Electric Company and Nantucket Electric Company prior to 2002 were based on data from the Northborough call center, since the majority of both companies' calls from customers were answered at that call center. However, beginning January 1, 2002, National Grid started tracking the telephone statistics by company.

In the Company's 2001 Service Quality Report filed on March 1, 2002, the footnote on Attachment 2 - Page 4 of 7 states that the Companies "will continue to base their performance on a benchmark using the Northborough call center data until three years of company data are available". However, in August 2002, the Providence call center was closed, and all National Grid calls are now answered at the Northborough call center. As a result, the Northborough statistics now include all the calls from National Grid's Rhode Island customers. During 2002, the performance for the Northborough call center for all companies combined was 84.6%, including 84.5% for Massachusetts Electric alone and 84.9% for Nantucket Electric alone. Since the individual company results are virtually identical to the call center results, the Companies will begin reporting their own company data immediately and include the results in their calculations of the historical benchmarks rather than recalculating the benchmark after three years of company data are available.

**Massachusetts Electric Company**  
Department of Telecommunications and Energy Cases

<u>Year</u>	<u>Combined Cases (1)</u>	(includes Mass. Electric and Eastern Edison)
1992	1,099	
1993	1,243	
1994	1,016	
1995	1,011	
1996	899	
1997	997	
1998	793	
1999	843	
2000	818	
2001	1,158	
2002	804	

		<b>Updated Hist Data <u>1993-2002</u></b>	<b>Original Benchmark <u>1992-2001</u></b>	<b>Performance Measures <u>for 2003</u></b>
Incentive	Average	958	988	958
	STD	155	150	155
	Max level	648	688	648
deadband range	25% level	803	838	803
	Average	958	988	958
	25% level	1,113	1,138	1,113
Penalty	Max level	1,268	1,288	1,268

(1) Source of case data: Mass DTE Consumer Division (Electric Company Complaint Rates)

**Massachusetts Electric Company**  
**DTE Billing Adjustments (Between the Company and a Residential Customer)**  
(includes Mass. Electric and Eastern Edison)

<u>Year</u>	<u>Billing Adjustments per DTE (1)</u>	<u>Avg # of Res Customers per Month (2)</u>	<u>Billing Adj per 1,000 Residen Customers (3)</u>
1992	\$35,801	974,062	\$36.75
1993	\$32,137	983,064	\$32.69
1994	\$38,685	993,757	\$38.93
1995	\$29,710	1,004,527	\$29.58
1996	\$17,770	1,013,288	\$17.54
1997	\$22,075	1,026,598	\$21.50
1998	\$34,112	1,038,282	\$32.85
1999	\$15,854	1,049,800	\$15.10
2000	\$39,496	1,058,766	\$37.30
2001	\$24,333	1,050,167	\$23.17
2002	\$36,489	1,058,801	\$34.46

		<b><u>Updated Hist Data</u></b> <u>1993 to 2002</u>	<b><u>Original Benchmark</u></b> <u>1992 to 2001</u>	<b><u>Performance Measures for 2003</u></b>
Penalty	Average	\$28.31	\$28.54	\$28.31
	STD	\$8.41	\$8.62	\$8.41
	Max level	\$45.13	\$45.78	\$45.13
deadband range	25% level	\$36.72	\$37.16	\$36.72
	Average	\$28.31	\$28.54	\$28.31
	25% level	\$19.90	\$19.92	\$19.90
Incentive	Max level	\$11.49	\$11.30	\$11.49

(1) Source: Mass DTE Consumer Division (Consumer Division Adjustments Worksheet)

(2) Source FERC Form 1 page 301 - residential customers

(3) Billing adjustments per 1,000 Customers = Billing Adjustments ÷ Avg # of Customers x 1,000.

**Massachusetts Electric Company**  
Customer Service - Service Appointments Met as Scheduled

<u>Year</u>	<u>Appointments Scheduled</u>	<u>Appointments Met</u>	<u>% Met</u>
2002	2,289	2,111	92.2%

Note: The Company started collecting data on service appointments in January 2002. The mean and benchmark will be calculated once three years of data are available. Service Appointments refer to a mutually agreed upon arrangement for service between the Company and the customer that specifies the date for the Company's personnel to perform a service activity that requires the presence of the customer at the time of service.

**Massachusetts Electric Company**  
On-Cycle Meter Readings

<u>Year</u>	<u>Combined Meters</u>	<u>Estimated</u>	<u>% Read (1)</u>	
1992	11,569,562	345,248	97.0%	MECo only (EEd data not available)
1993	11,643,704	406,038	96.5%	MECo only (EEd data not available)
1994	11,727,009	551,715	95.3%	MECo only (EEd data not available)
1995	14,384,989	711,827	95.1%	MECo and Eastern Ed combined
1996	14,346,387	1,700,521	88.1%	MECo and Eastern Ed combined
1997	14,347,115	1,531,557	89.3%	MECo and Eastern Ed combined
1998	14,575,548	1,098,071	92.5%	MECo and Eastern Ed combined
1999	14,641,058	1,338,426	90.9%	MECo and Eastern Ed combined
2000	14,088,878	821,400	94.2%	MECo and Eastern Ed combined
2001	14,924,493	2,478,482	83.4%	MECo (including Eastern Ed)
2002	15,045,098	697,131	95.4%	MECo (including Eastern Ed)

		<b>Updated Hist Data <u>1993-2002</u></b>	<b>Original Benchmark <u>1992-2001</u></b>	<b>Performance Measures <u>for 2003</u></b>
Penalty	Average	92.1%	92.2%	92.1%
	STD	4.2%	4.3%	4.2%
	Max level	83.7%	83.6%	83.7%
	25% level	87.9%	87.9%	87.9%
deadband range	Average	92.1%	92.2%	92.1%
	25% level	96.3%	96.5%	96.3%
Incentive	Max level	100.0%	100.0%	100.0%

(1) Percent Read = 1 - (Meters Estimated ÷ Total Meters).

Massachusetts Electric Company  
Nantucket Electric Company  
Docket No. D.T.E. 04-22  
Responses to Department's Second Set of Data Requests

DTE 2-6

Request:

For Massachusetts Electric Company please provide an electronic copy of D.T.E. 04-22, Section 2 in Excel updated to reflect the corrected 2003 Revenues.

Response:

A file containing a corrected Section 2 in D.T.E. 04-22 is provided on the accompanying diskette. Section 2 as revised is also being provided as an attachment to this response.

Prepared by or under the supervision of: Theresa M. Burns



## Massachusetts Electric Service Quality Standards Summary Results

Historical Data by Year	SAIFI	SAIDI	LTA	Calls	DTE Cases	Billing Adjs	Appts Met	Meter Reads
1992			1.04		1,099	\$36.75	(1)	97.0%
1993			1.23		1,243	\$32.69		96.5%
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1997	1.125	87.05	1.93	71.6%	997	\$21.50		89.3%
1998	1.131	79.54	1.36	75.1%	793	\$32.85		92.5%
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2002	1.641	183.36	1.11	84.5%	804	\$34.46	92.2%	95.4%
2003	1.259	99.36	1.73	93.2%	630	\$7.34	91.8%	98.4%

Original Benchmark (Performance through 2001)								
Average	1.197	93.73	1.52	72.8%	988	\$28.54	n/a	92.2%
Std Deviation	0.107	11.79	0.46	8.4%	150	\$8.62		4.3%
Max Incentive	0.983	70.15	0.60	89.6%	688	\$11.30		100.0%
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Average	1.271	108.67	1.53	74.8%	958	\$28.31	n/a	92.1%
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2003 Service Quality Results									
	SAIFI	SAIDI	LTA	Calls	DTE Cases	Billing Adjs	Appts Met	Meter Reads	
	22.5%	22.5%	10.0%	12.5%	5.0%	5.0%	12.5%	10.0%	
(3)	Max Penalty or Incntve	\$3,016,442	\$3,016,442	\$1,340,641	\$1,675,801	\$670,320	\$670,320	\$1,675,801	\$1,340,641
(3)	Actual (Penalty) Incntv	\$0	\$0	\$0	\$1,675,801	\$670,320	\$670,320	n/a	\$754,110
						Total net SQ incentive		\$3,770,551	

Actual 2004 Service Quality Standards (Using Performance Thru 2003)									
	Average	1.270	107.34	1.58	77.4%	897	\$25.78	n/a	92.3%
	Std Deviation	0.187	34.94	0.44	10.7%	151	\$10.50		4.4%
	Max Incentive	0.896	37.46	0.70	98.8%	595	\$4.78		100.0%
	Deadband	1.083	72.40	1.14	88.1%	746	\$15.28		96.7%
(2)	Range	1.304	105.52	1.98	66.7%	1,048	\$36.28		87.9%
(2)	Max Penalty	1.411	117.31	2.44	56.0%	1,199	\$45.78		83.6%

(1) - "Appointments Met" data collection began in Jan 2002. Three years of data needs to be collected before performance results are monitored against SQ standards.

(2) - In accordance with the approved SQ plan, "the floor benchmarks that trigger penalties do not change".  
The 2003/2004 penalty range on this worksheet reflects the application of this rule for the affected measures.

(3) - T&D Revenue (basis for penalty/incentive) was adjusted from Original Filing to exclude Calendar 2003 SQ accrual entries.

**Massachusetts Electric Company**  
Reliability - Outage Frequency (1)

Note: All data includes Massachusetts Electric and Eastern Edison

<u>Calendar Year</u>	(a) <u>Customer Hrs</u> <u>Interrupted</u>	(b) <u># Customers</u> <u>Interrupted</u>	(c) <u>Avg # of</u> <u>Customers</u>	<u>Frequency</u> formula: (b) / (c)
1997	1,691,756	1,312,066	1,165,998	1.125
1998	1,566,337	1,336,664	1,181,597	1.131
1999	2,100,963	1,636,730	1,182,299	1.384
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2001	2,110,869	1,414,525	1,203,978	1.175
2002	3,714,014	1,994,045	1,215,328	1.641
2003	2,035,301	1,547,305	1,229,099	1.259

	<u>Updated Hist</u> <u>Results</u> <u>1997 to 2003</u>	<u>Original</u> <u>Benchmark</u> <u>1997 to 2001</u>	<u>Performance</u> <u>Measures</u> <u>for 2004</u>
Average	1.270	1.197	1.270
STD	0.187	0.107	0.187
Penalty	Max level	1.411	1.411
	25% level	1.304	1.304
deadband range	Average	1.197	1.270
	25% level	1.090	1.083
Incentive	Max level	0.983	0.896

Note: Data source - National Grid USA IDS system. Reliability indices exclude 1) All transmission related outages where the Company does not own or operate the equipment, 2) any interruption at the secondary, transformer or service level, and 3) exclusions allowed under the new major event guidelines (any event that causes 15% of customer served in the operating area to be interrupted during the event).

(1) Frequency per Customer Served Interrupted ÷ Average Customers.

**Massachusetts Electric Company**  
Reliability - Outage Duration (1)

Note: All data includes Massachusetts Electric and Eastern Edison

<u>Calendar Year</u>	(a) Customer Hrs <u>Interrupted</u>	# Customers <u>Interrupted</u>	(b) Avg # of Customers *	<u>Duration (mins)</u> formula: (a)*60 / (b)
1997	1,691,756	1,312,066	1,165,998	87.05
1998	1,566,337	1,336,664	1,181,597	79.54
1999	2,100,963	1,636,730	1,182,299	106.62
2000	1,794,489	1,398,019	1,193,043	90.25
2001	2,110,869	1,414,525	1,203,978	105.19
2002	3,714,014	1,994,045	1,215,328	183.36
2003	2,035,301	1,547,305	1,229,099	99.36

		<b>Updated Hist</b> <b><u>Data</u></b> <u>1997 to 2003</u>	<b>Original</b> <b><u>Benchmark</u></b> <u>1997 to 2001</u>	<b>Performance</b> <b>Measures</b> <b><u>for 2004</u></b>
Penalty	Average	107.34	93.73	107.34
	STD	34.94	11.79	34.94
	Max level	177.22	117.31	117.31
	25% level	142.28	105.52	105.52
	Average	107.34	93.73	107.34
deadband range	25% level	72.40	81.94	72.40
	Max level	37.46	70.15	37.46
Incentive				

Note: Data source - National Grid USA IDS system. Reliability indices exclude 1) All transmission related outages where the Company does not own or operate the equipment, 2) any interruption at the secondary, transformer or service level, and 3) exclusions allowed under the new major event guidelines (any event that causes 15% of customer served in the operating area to be interrupted during the event).

(1) Duration per Customer Served (minutes) = Customer Hours Interrupted\*60 ÷ Average Customers.

**Massachusetts Electric Company**  
**Lost Work Time Accident Rate**

Calendar Year	(a) LTAs	(b) # of MECo Employees	(c) Hours Worked	Frequency formula: (a)*200,000 / (c) LTA rate (1)
1992	26	2,499	5,007,998	1.04
1993	27	2,190	4,389,493	1.23
1994	27	2,232	4,473,318	1.21
1995	28	2,046	4,100,741	1.37
1996	36	2,163	4,332,302	1.66
1997	36	1,992	3,725,839	1.93
1998	26	1,870	3,816,300	1.36
1999	25	1,770	3,519,766	1.42
2000	25	1,831	3,626,288	1.38
2001	49	1,835	3,729,370	2.63
2002	20	1,818	3,603,971	1.11
2003	31	1,595	3,577,211	1.73

		<b>Updated Hist Data 1994 to 2003</b>	<b>Original Benchmark 1992 to 2001</b>	<b>Performance Measures for 2004</b>
Penalty	Average	1.58	1.52	1.58
	STD	0.44	0.46	0.44
	Max level	2.46	2.44	2.44
deadband range	25% level	2.02	1.98	1.98
	Average	1.58	1.52	1.58
	25% level	1.14	1.06	1.14
Incentive	Max level	0.70	0.60	0.70

historical information includes MECo and Eastern Edison

Note: Lost Time Accident Rate per 200,000 hours worked = Number of Lost Time Accidents x 200,000 ÷ Actual Hours Worked. For 1992 to 1996, actual hours worked are estimated based on 2,004 hours per employee.

**Massachusetts Electric Company**  
Customer Telephone Service - Northboro Call Center

<u>Year</u>	<u>Calls Ans</u>	<u>&lt;20 sec</u>	<u>% &lt;20 sec (1)</u>
1997	1,765,250	1,263,692	71.6%
1998	1,638,704	1,231,112	75.1%
1999	1,676,906	1,303,929	77.8%
2000	1,936,117	1,562,748	80.7%
2001	2,230,729	1,316,168	59.0%
2002	1,994,069	1,685,061	84.5%
2003	2,127,978	1,983,466	93.2%

		<b>Updated Hist Data 1997-2003</b>	<b>Original Benchmark 1997-2001</b>	<b>Performance Measures for 2004</b>
Penalty	Average	77.4%	72.8%	77.4%
	STD	10.7%	8.4%	10.7%
	Max level	56.0%	56.0%	56.0%
	25% level	66.7%	64.4%	66.7%
deadband range	Average	77.4%	72.8%	77.4%
	25% level	88.1%	81.2%	88.1%
Incentive	Max level	98.8%	89.6%	98.8%

(1) The Percent of Calls Answered Within 20 Seconds is calculated by dividing the number of calls answered within 20 seconds by the total number of calls answered during the year. "Calls answered" include calls answered by a customer service representative (CSR) and calls completed within the Voice Response Unit (VRU). Abandoned calls are not considered. The time to answer is measured once the customer makes a selection to either speak with a CSR or use the VRU.

1997 was the first full year of operation at the Northboro Customer Service Center

Up until August 2002, National Grid operated two call centers that were used to answer calls from customers of its four distribution companies; one located in Northborough, MA and another in Providence, RI. Prior to 2002, National Grid tracked the telephone service statistics by call center only, not by specific company. The benchmarks for Massachusetts Electric Company and Nantucket Electric Company prior to 2002 were based on data from the Northborough call center, since the majority of both companies' calls from customers were answered at that call center. However, beginning January 1, 2002, National Grid started tracking the telephone statistics by company.

**Massachusetts Electric Company**  
Department of Telecommunications and Energy Cases

<u>Year</u>	<u>Combined Cases (1)</u>	(includes Mass. Electric and Eastern Edison)		
1992	1,099			
1993	1,243			
1994	1,016			
1995	1,011			
1996	899			
1997	997			
1998	793			
1999	843			
2000	818			
2001	1,158			
2002	804			
2003	630			
		<b>Updated Hist Data</b>	<b>Original Benchmark</b>	<b>Performance Measures</b>
		<u>1994-2003</u>	<u>1992-2001</u>	<u>for 2004</u>
	Average	897	988	897
	STD	151	150	151
Incentive	Max level	595	688	595
deadband range	25% level	746	838	746
	Average	897	988	897
Penalty	25% level	1,048	1,138	1,048
	Max level	1,199	1,288	1,199

(1) Source of case data: Mass DTE Consumer Division (Electric Company Complaint Rates)

**Massachusetts Electric Company**  
**DTE Billing Adjustments (Between the Company and a Residential Customer)**  
(includes Mass. Electric and Eastern Edison)

<u>Year</u>	<u>Billing Adjustments per DTE (1)</u>	<u>Avg # of Res Customers per Month (2)</u>	<u>Billing Adj per 1,000 Residen Customers (3)</u>
1992	\$35,801	974,062	\$36.75
1993	\$32,137	983,064	\$32.69
1994	\$38,685	993,757	\$38.93
1995	\$29,710	1,004,527	\$29.58
1996	\$17,770	1,013,288	\$17.54
1997	\$22,075	1,026,598	\$21.50
1998	\$34,112	1,038,282	\$32.85
1999	\$15,854	1,049,800	\$15.10
2000	\$39,496	1,058,766	\$37.30
2001	\$24,333	1,050,167	\$23.17
2002	\$36,489	1,058,801	\$34.46
2003	\$7,850	1,069,872	\$7.34

		<b><u>Updated Hist Data</u></b> <u>1994 to 2003</u>	<b><u>Original Benchmark</u></b> <u>1992 to 2001</u>	<b><u>Performance Measures for 2004</u></b>
Penalty	Average	\$25.78	\$28.54	\$25.78
	STD	\$10.50	\$8.62	\$10.50
	Max level	\$46.78	\$45.78	\$45.78
	25% level	\$36.28	\$37.16	\$36.28
deadband range	Average	\$25.78	\$28.54	\$25.78
	25% level	\$15.28	\$19.92	\$15.28
Incentive	Max level	\$4.78	\$11.30	\$4.78

(1) Source: Mass DTE Consumer Division (Consumer Division Adjustments Worksheet)

(2) Source FERC Form 1 page 301 - residential customers

(3) Billing adjustments per 1,000 Customers = Billing Adjustments ÷ Avg # of Customers x 1,000.

**Massachusetts Electric Company**  
**Customer Service - Service Appointments Met as Scheduled**

<u>Year</u>	<u>Appointments Scheduled</u>	<u>Appointments Met</u>	<u>% Met</u>
2002	2,289	2,111	92.2%
2003	1,060	973	91.8%

Note: The Company started collecting data on service appointments in January 2002. The mean and benchmark will be calculated once three years of data are available. Service Appointments refer to a mutually agreed upon arrangement for service between the Company and the customer that specifies the date for the Company's personnel to perform a service activity that requires the presence of the customer at the time of service.



**Massachusetts Electric Company**  
On-Cycle Meter Readings

<u>Year</u>	<u>Combined Meters</u>	<u>Estimated</u>	<u>% Read (1)</u>	
1992	11,569,562	345,248	97.0%	MECo only (EEd data not available)
1993	11,643,704	406,038	96.5%	MECo only (EEd data not available)
1994	11,727,009	551,715	95.3%	MECo only (EEd data not available)
1995	14,384,989	711,827	95.1%	MECo and Eastern Ed combined
1996	14,346,387	1,700,521	88.1%	MECo and Eastern Ed combined
1997	14,347,115	1,531,557	89.3%	MECo and Eastern Ed combined
1998	14,575,548	1,098,071	92.5%	MECo and Eastern Ed combined
1999	14,641,058	1,338,426	90.9%	MECo and Eastern Ed combined
2000	14,088,878	821,400	94.2%	MECo and Eastern Ed combined
2001	14,924,493	2,478,482	83.4%	MECo (including Eastern Ed)
2002	15,045,098	697,131	95.4%	MECo (including Eastern Ed)
2003	15,204,593	246,172	98.4%	MECo (including Eastern Ed)

		<b>Updated Hist Data <u>1994-2003</u></b>	<b>Original Benchmark <u>1992-2001</u></b>	<b>Performance Measures <u>for 2004</u></b>
Penalty	Average	92.3%	92.2%	92.3%
	STD	4.4%	4.3%	4.4%
	Max level	83.5%	83.6%	83.6%
	25% level	87.9%	87.9%	87.9%
deadband range	Average	92.3%	92.2%	92.3%
	25% level	96.7%	96.5%	96.7%
Incentive	Max level	100.0%	100.0%	100.0%

(1) Percent Read = 1 - (Meters Estimated ÷ Total Meters).

Massachusetts Electric Company  
Nantucket Electric Company  
Docket No. D.T.E. 04-22  
Responses to Department's Second Set of Data Requests

DTE 2-7

Request:

For Nantucket Electric Company please provide an electronic copy of D.T.E. 04-22, Section 2 in Excel updated to reflect the corrected 2003 Revenues.

Response:

There were no corrections to Nantucket's Section 2 in D.T.E. 04-22, therefore, the Company is not providing a file in response to this data request.

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